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Employee Position Description & Performance Evaluation Manual

City – County Personnel Department

Revised March, 2005

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PERFORMANCE PLANNING

As a supervisor, your primary responsibility is getting the job done. The best way to do this is by developing your staff. This is what performance planning is all about. It means planning work assignments in the context of your department's goals, as well as your employees' goals.

Performance Planning involves two interrelated parts. The first is the Employee Position Description which provides explicit examples of the employee's responsibilities and the actions taken to fulfill these responsibilities.

The second part of Performance Planning is the Employee Performance Evaluation, which is a measure of the employee's effectiveness in carrying out the responsibilities and actions outlined in the Position Description. This booklet will explain Performance Planning in detail so you can complete these forms accurately and effectively.

THE EMPLOYEE POSITION DESCRIPTION

WHAT IS IT

The Employee Position Description is a detailed outline of the responsibilities and actions an employee carries out in his position. This form should be completed for every City employee and a copy on file in the department and with Personnel. A performance evaluation cannot be completed without a Position Description.

WHO COMPLETES THE POSITION DESCRIPTION

There are two different methods for completing the Employee Position Description. Both methods are acceptable. It is up to you, as a supervisor, to choose which method you prefer.

The first method we suggest is that you, the supervisor, complete the Position Description and then give it to the employee to read and sign. You alone clearly define the responsibilities and actions that are to be carried out by the employee in his position.

The second method we suggest is an open discussion between you and the employee of the job responsibilities and actions that are to be carried out by him. In this method, it is the responsibility of the supervisor, with the help of the employee, to make sure the responsibilities and actions are clear and accurate. The supervisor should sign the Employee Position Description only when it is finalized, and the supervisor and employee are in total agreement as to the contents of the Position Description.

WHEN CAN IT CHANGE

A Position Description can only be changed or updated in the first six months of an evaluation period. An evaluation period is the year's time between one performance evaluation and the next. For example, if an employee receives an evaluation in July of 2004, the next evaluation would be due in July of 2005. This employee's Position Description could only be changed between July of 2004 and January of 2005, because that would be the *first* six months of the evaluation period.

An employee may be assigned additional responsibilities in the second six months of an evaluation period. However, it would not be fair to rate the employee on those responsibilities when he has had less than six months in which to perform those responsibilities.

HOW TO COMPLETE THE POSITION DESCRIPTION

Performance evaluations are based on the information provided in the Employee Position Description, so be sure this information is clear and accurate.

The Position Description should be divided into two parts to assist with compliance with the Americans with Disabilities Act (ADA). Responsibilities should be designated as **Essential** job functions and **Non-Essential** job functions. **Essential** responsibilities are identified as those functions that must be performed by the individual in the position. Generally, Essential functions are the reasons or purpose for the job to exist. **Non-Essential** responsibilities are identified as those functions that could be performed by another individual if the employee should become disabled under the Americans with Disabilities Act. Non-Essential functions are generally job duties characterized as non-reoccurring in nature, and are often considered secondary to the basic job.

The employee's name, class title and the revision date of the Position Description should appear in the top right-hand corner of the Employee Position Description.

RESPONSIBILITIES

An employee's job should consist of a clear set of responsibilities. These responsibilities are the major duties of the position for which the employee is held responsible. Each responsibility statement should contain an **activity clause** (the actual responsibility), a **connector phrase** (so that, in order to), and a **measurable end result** (what must happen to carry out the actual responsibility).

Example: To order office supplies and materials (activity clause) in order to (connector phrase) maintain stock of needed supplies (measurable end result).

There should be as many major responsibility statements on a Position Description as necessary.

PRIORITY LEVELS

Priority Points are assigned to each of the responsibilities. Responsibility One is the most important, and therefore should receive the highest number of priority points. Responsibility Two is next in importance, and receives the second highest number of priority points, and so on. It is up to you, as a supervisor, or up to you and the employee together, to decide how many points a responsibility should receive. **Priority points for all the responsibilities must equal a total of twenty (20) points.**

Example: Using the previous example, you decide the most important responsibility is "**To order office supplies and materials**". You assign it eleven (11) points. Responsibility Two is next in importance. Let's say you assign it six (6) points. You decide Responsibility Three should receive two (2) points and Responsibility Four, being least important, should receive one (1) point.

Priority Level	Responsibilities
11	Responsibility 1
6	Responsibility 2
2	Responsibility 3
1	Responsibility 4
20	TOTAL POINTS

As you see, the priority points equal twenty (20).

The point distribution is up to you, as long as Responsibility One has the highest number, Responsibility Two the second highest, and so on. Properly assigned priority points will identify to the rating supervisor and the employee the relative worth of each responsibility to the job.

ACTIONS NECESSARY TO MEET RESPONSIBILITIES

An employee has specific actions that he is assigned to perform that are necessary to successfully carry out each responsibility. There are usually one to six action statements for every responsibility. Each action statement is specifically related to the activity clause "To order office supplies and materials" of the responsibility.

Example:

Priority		Actions Necessary to Meet
Level	Responsibilities	Responsibilities
11	1. To order office supplies	A. Determine what items are needed
	and materials in order to	and quantity.
	maintain stock of needed	B. Call vendors for prices.
	supplies.	C. Complete purchase orders.
		D. Verify information on invoice.
		E. Type payment voucher.
		F. Record payment in ledger.

Notice how each action statement is directly related to the activity clause "To order office supplies and materials" of the responsibility.

There is a completed example of the Employee Position Description on the following page of this booklet.

PRIORITY LEVEL	RESPONSIBILITIES	ACTIONS NECESSARY TO MEET RESPONSIBILITIES
	I. ESSENTIAL JOB FUNCTIONS	
15	To supervise clerical support staff so that all work is completed within predetermined policies and time frames.	 A. Assign work to ensure deadlines and priorities are met. B. Answer questions regarding procedures. C. Complete performance evaluations. D. Review office procedures and implement changes as needed.
9	To develop and monitor departmental budget in order to ensure that money is used efficiently.	 A. Attend budget meetings and hearings. B. Review and analyze past expenditures and future needs of department. C. Complete budget forms D. Make revisions to budget as necessary. E. Approve or disapprove purchase requests and bills.
3	To complete special reports as assigned in order to assist department head.	 A. Research and compile information related to assigned project. B. Prepare written report on findings. C. Respond to requests for information, complaints, etc., from other departments and general public.
2	To maintain inventory in order to track and replace equipment and supplies as necessary.	Call vendors to obtain price quotes. Complete and submit purchase request and voucher.
	II. NON-ESSENTIAL JOB FUNCTIONS	
1	5. To coordinate and schedule departmental meetings.	 A. Identify available meeting room sites based on group size and equipment needs. B. Schedule meeting rooms for needed dates and times with appropriate departmental representative as necessary. C. Complete follow-up contacts to ensure meeting room sites met staff, speaker and group needs.

THE EMPLOYEE PERFORMANCE EVALUATION

In a performance evaluation, we primarily evaluate work methods and the quality of work produced, not the employee's personality traits. As a supervisor, you should establish a clear link between the performance evaluation and the City's merit pay system. This is perhaps one of the most difficult aspects of making the performance evaluation a working tool. That is, assuring it does indeed become a basis for compensation - both granting and withholding merit increases.

TYPES OF EVALUATIONS AND WHEN THEY ARE USED

Completion of Probation - prepared three weeks prior to completion of the new hire probationary period.

Annual or Merit Evaluation - prepared three weeks prior to the established merit increase eligibility date. Employees at the maximum rate for their pay range must be evaluated annually on the established eligibility date, even though they are not eligible for an increase.

Completion of Promotion Probation - prepared three weeks prior to completion of the promotion probationary period.

Demotion for Cause - prepared at least ten working days prior to the effective date of a demotion related to performance.

Other - prepared when there is a need for a comprehensive evaluation of an employee other than on the established eligibility date. This would occur when:

- a. An employee scored less than 50 points on his evaluation. He must be re-evaluated within 90 days from the original eligibility date. However, the employee would not be eligible for an increase if he received a passing score upon re-evaluation.
- b. The supervisor determines that notice to an employee of declining performance is necessary.
- c. An employee is transferred to a different job during an evaluation period. (See page 10)
- d. An employee had two supervisors during an evaluation period. (See page 11)

For Period: From --- To — This portion should state the actual dates the Performance Evaluation covers.

HOW IS THE PERFORMANCE EVALUATION USED

The usefulness of any Employee Performance Evaluation depends almost entirely upon the understanding, impartiality, and objectivity with which the evaluation is made. A performance evaluation is a basic tool of supervision. It should be used to help the employee improve his job performance. The care and skill used by the supervisor in evaluating an employee is a measure of the supervisor's ability to direct the work of the employee.

The Employee Performance Evaluation, made in an informed and conscientious manner, can be valuable to supervisor and employee alike. Through periodic review of the employee's work performance, the supervisor gains a better understanding of the employee's knowledge, abilities and skills. Thus, the supervisor can more effectively develop and train the employee in the use of his respective abilities, and can recognize commendable or outstanding job performance. At the same time, it enables the supervisor to assist the satisfactory or less than satisfactory employee in improving his performance.

From the employee's standpoint, this evaluation is important because it specifically points out how well he is progressing on his job and performing the work assigned.

WHO PREPARES THE PERFORMANCE EVALUATION

The rating supervisor is responsible for completing the Employee Performance Evaluation. Each Department Head, or designated representative, should designate a rating supervisor and a division supervisor for each employee in the department whenever possible. The rating supervisor should have thorough knowledge of the employee's work responsibilities and job performance. The division supervisor should review the evaluation.

If the employee had two rating supervisors during the evaluation period, each supervisor should evaluate the employee for the time the employee was under his supervision.

Example: One supervisor supervised an employee for the first three months of an evaluation period. Another supervisor supervised the employee for the other nine months of the evaluation period. Supervisor One would give 3/12 of an evaluation and Supervisor Two would give 9/12 of an evaluation. Together, the two would equal a single evaluation of the employee. How to compute this combined total will be explained later under Special Cases.

GUIDELINES FOR THE RATING SUPERVISOR

The following suggestions should aid rating supervisors in the objective and correct procedures for evaluating employees.

1. Consider each **action** separately, taking into account the particular **action** you are evaluating. Do not be influenced by your general opinion of the employee's overall performance, and/or performance on other actions which do not relate to the one being evaluated.

- 2. Do not be influenced by one or two unusual incidents, but evaluate in terms of regular day-to-day performance. Do not go beyond the evaluation period in your consideration. An incident that occurred in last year's evaluation period should have no influence on this year's evaluation.
- 3. Consider your evaluation in terms of the employee's **present** duties, not in terms of the duties of a higher or lower classification.
- 4. Do not consider potential value or ability of the employee. Your evaluation should reflect the level at which the employee is actually performing his duties.
- 5. The expectations of a supervisor toward the employee's performance level should vary from employee to employee. For instance, a supervisor should not expect the employee who has been on the job only six months to perform at the same level as someone who has been in a similar position for four years.
- 6. The supervisor should use his own judgment when evaluating the employee's work performance. He should not be influenced in his evaluation by the opinion of others.

Supervisors should maintain a continuing process of employee evaluation through day-to-day observance. This facilitates the written evaluation when it is due. Supervisors should make every effort to ensure that the evaluation actually reflects the employee's performance. Equal consideration should be given to each employee when completing the evaluation. The evaluation should not be viewed as something to "get out of the way."

HOW TO COMPLETE THIS FORM

When beginning an evaluation, the first thing that needs to be done is to get out the Employee Position Description form, also referred to as the Responsibilities and Actions page, which is the sole basis for the evaluation.

EVALUATING THE EMPLOYEE

Each identified **action** on the position description should be evaluated in accordance with one of the following five levels.

- 1. *Outstanding* (5 points) The employee's achievements and contributions greatly exceed the expectations of the position. This indicates unusually high performance.
- 2. **Commendable** (4 points) The employee's achievements and contributions exceed the expectations of the position. This level should reflect progressive improvement of job or professional performance. The employee should exemplify work standards for which the satisfactory employee should aspire.
- 3. *Satisfactory* (3 points) The employee's achievements and contributions meet the expectations of the position. This level should reflect that the employee is performing in a satisfactory

manner, but has shown little improvement in job or professional performance during the evaluation period.

- 4. *Conditional* (2 points) The employee's achievements and contributions are slightly below the expectations of the position. This level indicates that the employee's performance is slightly below the work standards of the satisfactory employee.
- 5. *Unsatisfactory* (1 point) The employee's achievements and contributions are greatly below the expectations of the position. Immediate improvement is needed. This level indicates the need for immediate counseling by the rating supervisor in order to improve the employee's work performance. Unsatisfactory performance cannot be accepted over long periods of time and will ultimately lead to disciplinary action if not corrected.

Points may be given as whole or as half points. An employee who performs an action at an above satisfactory level part of the time, but does not consistently exceed performance expectations, may be rated at 3.5 points for a specified action.

The appropriate level of performance for each action should be indicated in the corresponding action column on the evaluation form. The letters (A, B, C, etc.) on the form are the letters of the actions on the position description.

Example:

Responsibility	Actions N	lecessary	to Meet Re	esponsibili	ty	
Number	_A_	В	D	E	<u>F</u>	G
1.	3	3	4	4	3	4

In this example, which is Responsibility One taken from the Example Position Description on page 5, the supervisor felt that the employee's performance was satisfactory or commendable on each of the actions. For this responsibility there were six actions; other responsibilities may have more or less.

STEPS FOR COMPUTING TOTAL POINTS

- 1. **Total Action Points** When computing total points, the first step is to sum the action points for each responsibility. **Do not** sum all the action points for all the responsibilities. Each responsibility is done individually. Using the previous example, the sum would be 21 (3+3+4+4+3+4).
- 2. **Total Action Points Over Number of Actions** A fraction is created by placing the sum of the action points (21) for a responsibility over the total number of actions (6) for that responsibility (21/6). You then divide this (21/6) to put it in decimal form. The number should **always** be rounded to **two** decimal places (3.50).
- 3. **Multiply** The rounded decimal number you get from the above step (3.50) is multiplied by the number of priority points assigned to the responsibility. The answer is **always** rounded to **two** decimal places (3.50 X 11 = 38.50).

4. **Total Points** - This is the number obtained in the above step (38.50). The number should **always** be rounded to **two** decimal places.

Complete these steps for each responsibility.

If, for some reason, the employee did not have an opportunity to perform an action, indicate N/A in the appropriate rating box, and divide by one less action. If the employee was not allowed the opportunity to complete a responsibility, do not evaluate the responsibility. But remember, you will need to redistribute the priority points to the other responsibilities in order to maintain a total of 20 priority points.

THE OVERALL RATING

This is the sum of the total points for each responsibility. The **Total Points** column on the Evaluation form is added and that number is the *OVERALL RATING*. This is compared to the scale on the second page of the Employee Performance Evaluation. In order to be eligible for a merit increase, the overall rating must be at least seventy-one (71) points.

An employee receiving an Overall Rating below fifty (50) points must be reevaluated within ninety (90) calendar days from the original eligibility date. Upon re-evaluation, the employee will **not** be eligible for an increase.

Probation cannot be satisfactorily completed unless the employee receives an Overall Rating of 50 or above.

SPECIAL CASES

There are two special cases that affect the computation of the Overall Rating on the performance evaluation.

1. *Transfer of Job Assignment* - In the event that an employee is transferred to a different job during an evaluation period, a weighted formula, based on time within a job assignment, should be used. When this situation occurs, the employee is evaluated for each job assignment separately. The Overall Rating for each assignment is then multiplied by the time spent in that particular assignment to give you the weighted points.

Example: An employee is in a position for the first five (5) months of the evaluation period, and is then transferred to another position for the last seven (7) months of the evaluation period. Remember, a normal evaluation period is 12 months. The employee's Overall Rating for his first job was seventy-eight (78), and eighty-four (84) for his second job. The employee's total weighted points are figured as follows:

- A. First Job: 78 (Overall Rating) X .417 (5/12) = 32.53 (rounded to two decimal places) Fraction (.417) was created by dividing time in position (5 months) by 12 months
- B. Second Job: 84 (Overall Rating) X .583 (7/12) = 48.97 (rounded to two decimal places) Fraction (.583) was created by dividing time in position (7 months) by 12 months
- C. Sum: 32.53 + 48.97 = 81.50 which is the total weighted points or Overall Rating of the employee's evaluation.
- 2. **Two Supervisors** In the event an employee has two rating supervisors during an evaluation period, the employee's Overall Rating is calculated much like the "Transfer of Job Assignment." Each supervisor fills out an evaluation based only on the time in which the employee was under his supervision. Just as in the above example, the employee's Overall Rating is multiplied by the amount of time each supervisor supervised the employee. The sum of the calculations is the total weighted points or Overall Rating of the employee's evaluation.

Example: Supervisor One supervised the employee for the first three months of the evaluation period and gave the employee an overall rating of seventy-two (72) on the performance evaluation. Supervisor Two supervised the employee for the remaining nine months of the evaluation period and gave the employee an overall rating of eighty (80) on the performance evaluation. The employee's total weighted points are figured as follows:

- A. Supervisor One: 72 (Overall Rating) X .250 (3/12) = 18.00 (rounded to two decimal places)
- B. Supervisor Two: 80 (Overall Rating) X .750 (9/12) = 60.00 (rounded to two decimal places)
- C. Sum: 18.00 + 60.00 = 78.00 which is the total weighted points or Overall Rating of the employee's evaluation.

PAGE TWO OF THE PERFORMANCE EVALUATION

Recommendations or Comments by Rating Supervisor

This section provides an excellent opportunity for the Rating Supervisor to comment on exceptional performance, as well as to suggest areas needing improvement. The Rating Supervisor **must sign** this portion of the form, regardless of whether or not he makes any comments as to the employee's performance.

Recommendations or Comments by Division Supervisor (If there is one)

The Division Supervisor should comment on the employee's job performance and record any comments to supplement those of the Rating Supervisor. The Division Supervisor **must** also sign this portion of the form regardless of whether or not he makes any comments as to the employee's performance.

Pay Determination by Department Head

Overall Rating - This is obtained from Page One of the rating form.

Pay Action - The appropriate box should be marked to indicate the type of action:

Pay Increase Approved - overall rating is 71 or above.
Pay Increase Denied - overall rating is 70 or below.

Not Eligible for Pay Action - employee, for example, is at the maximum rate for his class. He is due for an evaluation, but is not eligible for a pay increase

Summary Comments - The Department Head should record any comments he may have.

The Employee Performance Evaluation form **must be signed** by the Department Head **before** the post evaluation interview with the employee.

Post Evaluation

After the Department Head signs the Employee Performance Evaluation form, it is recommended that the Rating Supervisor discuss with the employee the content of the performance evaluation. The purpose of such discussion is to explain the completed evaluation and future performance expectations.

The post evaluation interview should also allow the employee an opportunity to discuss personal goals and objectives for the next evaluation period.

Employee's Comments

This section is completed **after** the Department Head has seen the evaluation and commented on it, and **after** the post evaluation interview. Here the employee may record any comments or statements regarding the evaluation, either positive or negative. The employee **must** sign the form. Please note, the employee's signature **does not** mean he agrees with the evaluation. It only means he has seen the form and reviewed it with the Rating Supervisor.

A Driver's License Number is required **only** when operating a vehicle is necessary to the satisfactory performance of the employee's assigned duties.

There is an example of the Employee Performance Evaluation at the end of this booklet.

FORM DISTRIBUTION

The Employee Performance Evaluation form consists of three parts which should be distributed as follows:

Original - Personnel Department Copy - Department Files Copy - Employee

The original copy, which is sent to the Personnel Department, will be reviewed before it is placed in the employee's file. A copy of the Employee's Position Description should accompany the original copy of the Employee Performance Evaluation only when:

- 1. The employee receives his first evaluation.
- 2. The Employee's Position Description has been revised and a subsequent evaluation has been completed.

The intent is to have a copy of the employee's most current position description on file in the Personnel Department.

NOTE: Whether a merit pay increase is denied or recommended by the Department Head, a Personnel Action Form approving the action must be attached to the original copy of the Employee Performance Evaluation. These forms should arrive in the Personnel Department at least two weeks prior to the effective date of the action. All evaluations are official and will be used as prescribed by the appropriate rules and regulations.

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WHERE TO GET YOUR FORMS

All the forms you will need to complete the Employee Position Description and the Performance Evaluation are located on the Personnel Department's intranet web site.

Go to: http://intralinc.ci.lincoln.ne.us

- Enter your mainframe user ID and password.
- Click 'Login Now'
- Click on 'Personnel'
- Click on 'Forms'

The Position Description is located under 'General and Joint City/County Forms'. You can download the form as a PDF, WordPerfect, or Word document. The WordPerfect and Word versions can be typed on directly from the software program you are using.

The Employee Evaluation is located under 'City of Lincoln Forms'. You can download the form as a PDF or WordPerfect document. You can also download a WordPerfect form "with calculations" that has all the math work built into the form, and you can type directly onto the form from WordPerfect.

EMPLOYEE PERFORMANCE EVALUATION CITY/COUNTY PERSONNEL DEPARTMENT

Purpose of Report

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Last Name GREENE				_	irst ISA					cial Se	-	Numb	er	For		from <u>1-1</u> pletion of F			1-15-	<u>05</u>
Classification T										rrent F		& Step)	<u> </u>		ıal Evaluati it Evaluatio				
Class Code					eparti erson				tion						Dem	pletion of F otion for C r		tion Proba	ition	
Responsibility Number	Α	Act B	ions N C	lecess D	ary to E	Meet F	Respoi G	nsibilit H	ty I	J	K	L		I Action Po o. of Action	ints/	'	X	Priority Points	=	Total Points
EXAMPLE:	3	3	4	4	3	4	-	-	-	-	-	-		21/6	=	3.50	Х	11	=	38.50
1.	3	3	4	4	3	4								21/6	=	3.50	Х	11	=	38.50
2.	4	4	4										1 -	12/3	_ = -	4.00	Х	6		24.00
3.	3	3	3											9/3	_ =	3.00	Х	2	=	6.00
4.	4													4/1	_ = _	4.00	Х	1	= _	4.00
5.															_ = _		Х		= _	
6.															_ = _		Х		=	
7.															_ = _					
8.															_ = _		Х		=	
9.															_ = _		Х		=	
10.															_ = _		Х		=	
11.															_ = _		Х		=	
12.] _		_ = -		_ × .		_ = _	
Date of Emp	•			•						2-10-	0.4		(Ove	erall Rating		all Ratin				72.50
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The Employee Positive responsibility and accupon isolated incide the example provide Position Description	ction ca nts. Eva d above	refully b aluate ea e for pro	efore rat ach actio per place	e used v ting. Jud on of a re ement of	vith this lge the e sponsib f numeri	evaluati mployee ility acco	on form. e on the o ording to	entire pe the five l	eriod cov evels de	ered by efined in f	this repo	ort, not o Friteria. S	only See Your	Greatly exc Exceed ex Meet expended Are slightly	ceed ex pectations tations	vements ar pectations. ons sexpectation	nd con	tributions ir Outstan Comme Satisfac Conditio	ding (5 ndable tory (3 onal (2	points) (4 points) points) points)

Department

Personnel

FORM 47-9A 9-2000

Employee

GREENE	LISA	Employee Performance Evaluatio	n
Last Name	First	X RANGES NAGE IAFF ATU LPU	_
	Recommendations or Com	nents by Rating Supervisor	
		ve or negative (area of needed improvement) feedback, involving areas	

a is to be commended on her	revision of the filing system thi	s past year.
is very accurate when comp	leting purchase orders and invoice	es.
		1.0.05
	Rating Supervisor —	Date: - 1-9-05
Recomme	ndations or Comments by Divisi	ion Supervisor
I agree with Judy's comment	ts. Lisa is an asset to the Depar	tment.
Division Supervise	or —	Data: 1/9/05
Emoion Supervisor		24.6.
Pa	y Determination by Department	Head
erall Rating: 72.50	Pay Action	Summary Comments Concur with above
le :71-10050-70 below 50	X Pay Increase Approved	comments.
Required for Merit Increase An employee who scores less than	Pay Increase Denied	
50 points must be re-evaluated within 90 days from the original	Not Eligible for Pay Action	
eligibility date.		
Department Head		Date: <u>1 / 12 / 05</u>
My signature does not indicate agreemer this evaluation.	Employee's Comments at or disagreement with the contents of this evaluation	n. It only verifies that I have read the contents of
		_
Driver's License Number (if required)		Exp. Date